

## **COLLECTION SERVICES MANAGER**

### **DEFINITION:**

Under general direction, to serve as the primary liaison between Revenue and Recovery and client departments/agencies, with regard to the development of new business opportunities on behalf of the Revenue and Recovery division of the Auditor and Controller Department.

### **DISTINGUISHING CHARACTERISTICS:**

This is a one-position class allocated only to the Auditor and Controller Department. The Collection Services Manager serves as the primary liaison between Revenue and Recovery and client departments/agencies and is responsible for leading a team of staff in implementing departmental policies and procedures, developing new business opportunities on behalf of the department, and addressing issues with regard to customer service/relations for the Revenue and Recovery Administration Division of the Auditor and Controller Department.

### **EXAMPLES OF DUTIES:**

Manages division's collection contracts with outside vendors and government agencies; investigates, analyzes and makes recommendations regarding additional contracting opportunities that will improve collections; develops and manages the Performance Management system for the division; assists managers and supervisors in establishing operational objectives; evaluates activities to ensure quality performance and improvement techniques; leads and advises continuous improvement teams; identifies and pursues additional collection opportunities; develops and monitors procedures for interfaces with new clients; advises County departments and agencies on collection opportunities; formulates and provides technical assistance regarding policies and procedures for division operation; establishes work standards and operational objectives; supervises and evaluates the contract management unit; establishes a training plan for employees; reviews, interprets and analyzes new and proposed legislation; determines effect of legislation on division operations; assists in preparation of division budget; monitors performance of budget to ensure the maintenance of goals.

### **MINIMUM QUALIFICATIONS:**

#### **Thorough Knowledge of:**

- Policy/procedure establishment and implementation.
- Budget analysis and management.
- Personnel management.
- Cost/benefit analysis.
- Cost accounting.
- Research methodology for the analysis of complex and various data.

#### **General Knowledge of:**

- General Management System in principle and in practice..

#### **Skills and Ability to:**

- Effectively communicate in oral and written form.

- Direct a variety of service functions such as budgeting, contract management, and expanding business opportunities.
- Analyze complex problems and logically identify solutions.
- Plan and coordinate multi-disciplinary work efforts.
- Establish and maintain effective public relations with all levels of staff and management.

**EDUCATION/EXPERIENCE:**

Education, training and/or experience which clearly demonstrate possession of the knowledge and skills stated above. Examples of such education and experience combinations are:

1. A Bachelor's degree in public or business administration, economics, finance or a closely related field,  
**AND:**
2. Seven (7) years of progressively responsible performing general administrative work in budget Preparation, customer relations and fiscal analysis/management, to include a minimum of two (2) years of supervisory experience.

**SPECIAL NOTES, LICENSE, OR REQUIREMENTS:**

**Probationary Period:**

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).